# Title: Phonecall - payload

**Call - create** Expand source

{  
 "account\_id": "1550050720",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "phone\_call\_create",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Phone::Call",  
 "actor": {  
 "id": 1,  
 "name": "Sales Agent",  
 "type": "user",  
 "email": "ajeet.pandey@freshworks.com",  
 "is\_active": true,  
 "work\_number": "+919999999999",  
 "mobile\_number": null,  
 "time\_zone": "Chennai",  
 "created\_at": "2019-02-13T15:08:40Z",  
 "updated\_at": "2019-02-14T13:39:10Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": null  
 },  
 "action": "create",  
 "action\_epoch": 1550476125.002818,  
 "uuid": "9e23d882335111e99bab6a0003977dd0",  
 "account\_full\_domain": "AjeetPandey.freshsales-dev.com",  
 "event\_timestamp": "2019-02-18T07:48:45Z",  
 "product\_push\_timestamp": "2019-02-18T07:48:47Z",  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "phone\_number": null,  
 "phone\_caller\_number": null,  
 "phone\_caller\_number\_country": null,  
 "note": "added new call",  
 "id": 21,  
 "user\_id": 1,  
 "entity\_id": 3,  
 "call\_direction": "Outgoing",  
 "call\_duration": null,  
 "call\_status": "Completed",  
 "call\_cost": null,  
 "recording\_duration": null,  
 "needs\_response": false,  
 "is\_manual": true,  
 "is\_deleted": false,  
 "root\_phone\_call\_id": 21,  
 "outcome\_id": 1,  
 "source": null,  
 "created\_at": "2019-02-18T13:18:44Z",  
 "updated\_at": "2019-02-18T13:18:44Z"  
 },  
 "associations": {  
 "user": {  
 "id": 1,  
 "name": "Sales Agent",  
 "type": "user",  
 "email": "ajeet.pandey@freshworks.com",  
 "is\_active": true,  
 "work\_number": "+919999999999",  
 "mobile\_number": null,  
 "time\_zone": "Chennai",  
 "created\_at": "2019-02-13T15:08:40Z",  
 "updated\_at": "2019-02-14T13:39:10Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": null  
 },  
 "root\_phone\_call": {  
 "id": 21,  
 "user\_id": 1,  
 "call\_direction": false  
 },  
 "entity": {  
 "id": 3,  
 "\_model": "Lead"  
 }  
 }  
 }  
}

**Call - update** Expand source

{  
 "account\_id": "1550050720",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "phone\_call\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Phone::Call",  
 "actor": {  
 "id": 1,  
 "name": "Sales Agent",  
 "type": "user",  
 "email": "ajeet.pandey@freshworks.com",  
 "is\_active": true,  
 "work\_number": "+919999999999",  
 "mobile\_number": null,  
 "time\_zone": "Chennai",  
 "created\_at": "2019-02-13T15:08:40Z",  
 "updated\_at": "2019-02-14T13:39:10Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": null  
 },  
 "action": "update",  
 "action\_epoch": 1550476373.2336352,  
 "uuid": "3218dd4e335211e99bab6a0003977dd0",  
 "account\_full\_domain": "AjeetPandey.freshsales-dev.com",  
 "event\_timestamp": "2019-02-18T07:52:53Z",  
 "product\_push\_timestamp": "2019-02-18T07:52:54Z",  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "phone\_number": "+15743191756",  
 "phone\_caller\_number": "+18506085472",  
 "phone\_caller\_number\_country": "US",  
 "note": "added note",  
 "id": 16,  
 "user\_id": null,  
 "entity\_id": 4,  
 "call\_direction": "Incoming",  
 "call\_duration": 7,  
 "call\_status": "No-answer",  
 "call\_cost": "0.0125",  
 "recording\_duration": null,  
 "needs\_response": true,  
 "is\_manual": false,  
 "is\_deleted": false,  
 "root\_phone\_call\_id": 16,  
 "outcome\_id": 2,  
 "source": null,  
 "created\_at": "2018-10-25T18:14:39Z",  
 "updated\_at": "2019-02-18T13:22:53Z"  
 },  
 "associations": {  
 "user": null,  
 "root\_phone\_call": {  
 "id": 16,  
 "user\_id": null,  
 "call\_direction": true  
 },  
 "entity": {  
 "id": 4,  
 "\_model": "Lead"  
 }  
 },  
 "changes": {  
 "model\_changes": {  
 "note": [  
 null,  
 "added note"  
 ],  
 "outcome\_id": [  
 null,  
 2  
 ],  
 "updated\_at": [  
 "2019-02-15T14:16:46Z",  
 "2019-02-18T13:22:53Z"  
 ],  
 "entity": [  
 {  
 "id": 1,  
 "\_model": "Lead"  
 },  
 {  
 "id": 4,  
 "\_model": "Lead"  
 }  
 ]  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

**Call - destroy** Expand source

{  
 "account\_id": "1550050720",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "phone\_call\_destroy",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Phone::Call",  
 "actor": {  
 "id": 1,  
 "name": "Sales Agent",  
 "type": "user",  
 "email": "ajeet.pandey@freshworks.com",  
 "is\_active": true,  
 "work\_number": "+919999999999",  
 "mobile\_number": null,  
 "time\_zone": "Chennai",  
 "created\_at": "2019-02-13T15:08:40Z",  
 "updated\_at": "2019-02-14T13:39:10Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": null  
 },  
 "action": "destroy",  
 "action\_epoch": 1550476456.99011,  
 "uuid": "6405144e335211e99bab6a0003977dd0",  
 "account\_full\_domain": "AjeetPandey.freshsales-dev.com",  
 "event\_timestamp": "2019-02-18T07:54:16Z",  
 "product\_push\_timestamp": "2019-02-18T07:54:17Z",  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "id": 21  
 }  
 }  
}